

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION  
SUPERIOR COURT**

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<b>CLASS TITLE:</b>	<b>COURT SERVICES TECHNICIAN I</b>
<b>DEPARTMENT:</b>	<b>SUPERIOR COURT</b>
<b>REPORTS TO:</b>	<b>COURT SERVICES MANAGER I</b>

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<b>CLASS CODE: 870666</b>
<b>FLSA STATUS: N</b>
<b>DATE: 10/99</b>

**JOB SUMMARY AND DISTINGUISHING FEATURES:**

Performs work of routine difficulty including: greeting visitors and answering questions; initiating case files and forwarding to appropriate staff members; opening and processing mail; answering the phone and transferring calls; processing citations, judicial decisions, etc., by entering relevant information into computer system and notifying parties; receipting money and preparing deposits; and maintaining filing system by pulling files and re-filing as cases require.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Answers all incoming telephone calls and greets visitors and the general public; provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information; accepts fine payments; sets up court dates; and checks court records.

Answers phone, takes messages, screens calls, determines nature and priority of call, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail. Receives and distributes faxes and email.

Processes citations, criminal complaints, motions, orders and/or other legal documents, to include: examining documents for completeness, validity and jurisdiction; filing documents; completing related forms; setting up payment plans; sending orders; preparing, issuing and recalling warrants; transferring citations; and disposing of cases.

Enters and retrieves citations and other legal information from a computer terminal and uses the computer system to retrieve a variety of daily, monthly and yearly reports.

Prepares court calendar, pulls and organizes related files and re-files information.

Examines status of cases and notifies appropriate agencies of findings.

Takes in, accounts for and issues receipts for money.

Generates cash reports, counts monies, balances same and/or makes bank deposits.

Performs background checks by accessing computer information, completing research forms and forwarding to requesting party.

Sets up files for clients/cases, files information, distributes to staff members and maintains same.

Makes certified copies of legal documents and/or indexes same.

Contacts Sheriff's Office to arrange transports.

Processes bail bonds.

Types letters, memos, labels, etc. or other correspondence on a word processor or typewriter.

Files and retrieves documents in an orderly fashion so that materials can be easily located.

Photocopies reports, citations, memos, and other documents.

Monitors availability of informational forms, applications and handouts.

Verifies and investigates reports and return mail; completes related searches and updates computer system.

Disseminates a variety of information to various agencies, divisions, or departments via telephone, mail, email or fax.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal

Typewriter

General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and,

Six months to one year of experience performing general office duties such as typing, filing, and answering telephones; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

None

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Policies and procedures and departmental operating standards in assigned department.

Record keeping, report preparation, filing methods and records management techniques.

Basic accounting processes.

Customer service techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Applicable state, federal and local ordinances, laws, rules and regulations.

Standard business arithmetic, including percentages and decimals.

All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.

Using a VDT to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

**Mental and Physical Abilities:**

Ability to read and comprehend instructions, citations, orders, routine correspondence and memos.

Ability to understand and carry out oral and written instructions.

Ability to establish and maintain effective working relationships with others.

Ability to deal with problems involving several concrete variables in standardized situations.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 10 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.